



# Position Description

Position Details			
<b>Business Entity</b>	Kaplan Professional	<b>Department</b>	Student Experience
<b>Job Title</b>	Team Leader, Student Experience	<b>Location</b>	Brisbane
<b>Reports To</b>	Manager, Student Experience	<b>Direct Reports</b>	0

## Overall Purpose

The Student Experience Team Leader is responsible for managing an outbound call team focused on student retention and progression across all Kaplan Professional courses.

## Key Responsibilities

- Provide leadership, coaching and management of the outbound student experience team
- Perform and lead outbound call initiatives to promote student progression
- Identify and report on opportunities to improve the student experience
- Build a student centric culture where team members are motivated to perform at their highest level
- Be a driving force of continuous improvement within the business
- Manage and report with strong data integrity and uphold accurate record management
- Contribute to a supportive, positive, safe workplace
- Approach your work with integrity and accountability in line with all Kaplan policies and procedures

## Qualifications and Skills

### Essential

- 3-5 years' of outbound contact centre experience
- Ability to lead, manage and motivate a team
- Strong interpersonal and communication skills and the ability to liaise with diverse stakeholders
- Persuasiveness and ability to influence
- High level written and oral communication skills
- Ability to manage difficult conversations and overcome objections
- Ability to manage high volume workload in a fast paced environment
- Excellent attention to detail with accurate data entry skills
- Contribute to a supportive, positive, safe workplace
- Approach your work with integrity and accountability in line with all Kaplan policies and procedures

### Desired

- Experience in an educational environment
- Strong understanding of training requirements for the financial services industry and the compliance frameworks
- Working knowledge of Salesforce and Learning Management System

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Manager Signature \_\_\_\_\_

Date \_\_\_\_\_